



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## CONSUMER COMPLAINT ADMINR/OMBUDSMAN

Job Number: 20001877

Job Code: 98090V150816

Job Group: 9800 - LAW

Job Established: 10/16/1998

Job Revised: 04/16/2015

Grade: 16 Salary (MIN - MID):

\$21,870-\$28,972 - Hourly

\$3,553.88-\$4,707.96 - 37.5 Hr. Monthly Salary

\$3,790.80-\$5,021.82 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Provides overall management for an agency in the examination, evaluation and investigation of consumer complaints to assure compliance with consumer protection laws OR serves as Chief Consumer Ombudsman in a highly technical advisory capacity for an agency; performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

Must have five years experience in investigating, auditing, consumer education, mediating or resolving complaints, or a related field.

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Experience in investigating, auditing, consumer education, mediating or resolving complaints, or a related field will substitute for the required education on a year-for-year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

Must possess and maintain a valid driver's license prior to appointment in this classification.

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Provides overall management for an agency to assure economic and efficient operations. Assists in enforcing departmental rules, regulations and policies, and makes recommendations in the development or revision of the same. Reviews case reports for completeness and accuracy and recommends investigative/mediation procedures. Conducts the most complex and sensitive examinations, evaluations and investigations of complaints concerning potential violations of program laws and regulations, and selects the appropriate strategy for complaint resolution. Conducts field investigations and interviews as well as investigates complaints through oral and written communications to parties involved in the complaint. Mediates complaints where legal action is not appropriate or necessary. Obtains necessary facts and documentation to justify legal action. Coordinates enforcement with federal, state and local agencies. Examines financial documents, accounting records, bank statements, computer records, business records, public documents, insurance records and other relevant records. Prepares reports, charts and other relevant materials setting forth the findings of investigations for hearings and/or courts. Testifies at grand juries, trials or any administrative proceeding. Abides by departmental rules, regulations and policies in performing investigative work. Advises agency management of particularly sensitive consumer issues.

**UNIQUE PHYSICAL REQUIREMENTS:**

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Administrative office work. May travel and work irregular hours if involved in specific investigation.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*